



Child Development Bureau
Division for Children, Youth and Families
NH Department of Health and Human Services

2002 Annual Report





The Child Development Bureau is dedicated to enriching the lives of children and their families by supporting quality child care.

Dear Stakeholders,

July 1, 2001 to June 30, 2002 has been a year of growth and planning in the Child Development Bureau.

Dawn Rouse joined us as the Program Specialist in charge of background checking of license-exempt child care providers; Jeff Kristek was hired to be the Child Care Resource and Referral Trainer, Mentor, Monitor; and Susan Gimilaro took over the credentialing functions. Bob Letellier, Pam Durkee, Ann Ringling, Deborah Madigan, Tracey Secula and Denise Corvino continued their incredible contributions to parents, and to the child care and Head Start community.

After an extensive planning process with recommendations from the Statewide Child Care Advisory Council, our Child Care and Development Fund Plan was delivered to the Administration for Children and Families Regional Office in Boston and approved to begin October 1st. In that plan, we outlined how we would use the \$27M State and Federal funds, including offering \$22M in employment related child care scholarships for NH low income families, as well as working to improve the quality of care which they received.

We would like to share with you, our stakeholders, how we actually used taxpayer investments to serve children and their families and to offer professional development to the early childhood workforce.

We gratefully acknowledge the 10,000 people who cared for New Hampshire's young children every day, enabling thousands of parents to work and contribute to the well-being of their families and to our New Hampshire economy. After long work days, many early care teachers took college courses to enhance their work with young children and we are proud to have offered them college scholarships as well.

Finally, we would like to thank you, the child development stakeholders, for all that you do to make a New Hampshire childhood a safe learning experience.

Yours for children and families,

Margaret Leitch Copeland

Margaret Leitch Copeland, Ed.D.
Administrator, Child Development Bureau



Thank You!

DHHS'

- ° Bureau of Child Care Licensing
- ° Bureau of Data Management
- ° District Office Staff and NHEP Teams
- ° Division for Children, Youth and Families
- ° Division of Family Assistance
- ° Legal staff
- ° Special Investigations

DCYF Child Development Bureau's

- ° Child Care Advisory Council
- ° NH Senior Mentor Corps
- ° Infant/Toddler Task Force

° Special appreciation to Nancy Rollins, Director of the Division for Children, Youth and Families, for her vision and support of our efforts to improve child care and the lives of families in New Hampshire.

A special note of appreciation to the staff and members of the following programs whose valued assistance enabled us to achieve excellence in programming and services during the past year.



Highlights

July 1, 2001 - June 30, 2002

- * Approximately **\$22M** was spent on child care scholarships with an average annual expenditure per child for child care of **\$3,348**.
- * Every day, child care providers cared for more than **6,000** children receiving scholarships. The annual unduplicated number of children served was over **12,000**.
- * **69%** of parents receiving a CDB Child Care Scholarship were low income working families. **31%** of parents receiving a CDB Child Care Scholarship were TANF (Temporary Assistance to Needy Families) recipients. Of these, 71% were employed, 14% were seeking jobs, 11% were in training, and 4% were utilizing barrier resolution services.
- * The CDB handled **10,475** phone inquiries from parents and child care providers.
- * DHHS processed a total of **528,000** child care provider invoices.



On PTAN...

"This is a wonderful support...so helpful... I would not have made it through my first year without PTAN's support."

Child Care Provider



Over 840 individuals from the child care community participated in water safety training sponsored by the CDB.

- * The CDB implemented an automated Voice Response System (VRS) for claim payment information. VRS is available toll-free, 24 hours a day, 7 days a week in both English and Spanish. During this fiscal year, VRS handled **138,133** provider calls.
- * The CDB instituted new claims processing practices to:
 - ❑ reduce delay of provider payments;
 - ❑ identify and quickly correct claim errors; and
 - ❑ reduce costs associated with duplicate claims processing.
- * There were **64** child care providers in New Hampshire who participated in a new initiative to care for children with a verified developmental, educational or medical disability. For participating, the providers received up to **\$1,000** in supplemental scholarship for child care.
- * The CDB funded Preschool Technical Assistance Network (PTAN) which provided **271** hours of consultation to child care providers who cared for children with challenging behaviors.
- * To ensure the safety and well-being of children, the CDB expanded its program to conduct background checks on license exempt child care providers. During this fiscal year, the CDB conducted **550** such background checks.
- * The CDB introduced a national database software program (NACCRRRA Ware) to the Child Care Resource and Referral agencies throughout New Hampshire in order to track statewide child care need and availability.

Investments in Education, Support and Training

- * During this fiscal year, the CDB awarded over **\$200,000** in equipment grants to improve infant and toddler environments in New Hampshire's child care programs.
- * On any given weeknight in our State, over **100** child care providers attended a workshop or college course to improve their skills, to satisfy licensing requirements for in-service training or to increase their level of credentialing.
- * In June, the CDB's Professional Development Task Force, chaired by New Hampshire Representative Mary Stuart Gile, began its work. Department of Health and Human Services (DHHS) Commissioner, Donald Shumway, made space available on the DHHS campus for the Early Childhood QUEST Center - *Quality Using Education, Support and Training* - where the professional development of the early childhood workforce will be tracked.



The Senior Mentor Corps ushers in a new era in New Hampshire's quest for quality child care. The cutting edge training [given to the Mentors] says so much for the commitment to quality child care by the Child Development Bureau.

A Senior Mentor

- * In January 2002, the CDB instituted the first in the nation Early Childhood Senior Mentor Corps. A group of **23** retired and working professionals underwent training to become volunteer mentors who offer consultation and support to emerging leaders in the early childhood profession.

Recognition of Early Childhood Professionals

- * The CDB's Credential Program awarded **168** new credentials to early childhood professionals. In April, at the CDB's annual celebration of early childhood professionals, three individuals became the first recipients of the Henry Morgan Award, named in honor of the late Henry Morgan who was a staunch supporter of professional development for New Hampshire early childhood educators. The award was presented by his wife, Gwen Morgan of Wheelock College, and Deirdre Dunn. The three recipients were: Elizabeth Brunette, Lisha McAndrews and Nancy Jo Michaud.

- * In May, at DHHS' Division for Children, Youth and Families (DCYF) annual conference, Rachael Hildreth and the Dover Children's Center received special recognition for their work with and on behalf of young children.

- * In 2001, the CDB established the Mary Stuart Gile Award in honor of Dr. Gile, educator and representative to the New Hampshire Legislature. In April 2002, the annual award was presented to the Child Development Associate Credential Advisors in recognition of their commitment to the development of the next generation of early childhood professionals.



(left to right) Nancy Rollins, DCYF Director, and author Jeannette Stone address guests at the April Celebration of Early Childhood Professionals.